



State of New Hampshire

DEPARTMENT OF HEALTH AND HUMAN SERVICES

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NICHOLAS A. TOUMPAS
COMMISSIONER

February 17, 2012

Dear Friends:

I want to thank you for your recent inquiry and comments regarding the NH Department of Health and Human Services' Care Management Program.

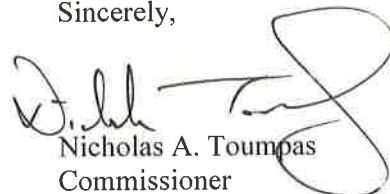
As you may know, the Department worked with the Governor and Legislature to establish a new State law that directs the Department to provide its Medicaid funded services through a new managed care system. The Department is actively working to initiate and implement the first stage of the program (Step 1), which involves provision of acute care services to all Medicaid recipients - including individuals with Developmental Disabilities or Acquired Brain Disorders. The target starting date is July 1, 2012.

Step 2 of the Managed Care initiative will include provision of long-term care services and will begin one year after implementation of Step 1. As progress is being made on the implementation of Step 1, the Department is now turning its attention to issues related to long-term care services. We will seek and take into account input and recommendations from individuals, families, providers and advocates as we work on the development and implementation of Step 2.

New Hampshire's Developmental Services system has a long history of having extensive family participation both at the individual and systemic levels. Such involvement has not only been beneficial in generating desired outcomes for individuals with disabilities but also has been helpful in creating an effective service delivery system. Please be assured that the Department will continue its longstanding collaboration with families. As I wrote in a recent column in the *Concord Monitor*, "We will be reaching out to you in the coming months as we start planning for Step 2. We want to hear from our clients about the current system and where it could be improved. We want to preserve what is working and be able to change what is not."

The Managed Care Program gives the State of New Hampshire an opportunity to sustain and improve the essential supports for its citizens with disabilities. We invite you and other caring family members to help us turn that potential into reality.

Sincerely,



Nicholas A. Toumpas
Commissioner